

# ***Division of Long Term Supports and Services Bureau of Developmental Services***

**Systems Work Advisory Committee  
June 2022  
Jessica Gorton**



# Topics for this Work Group

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## 1. Housekeeping

1. Logistics
2. Focus Group Membership
3. Work Group Report Outs

## 2. Focus Group Breakout

1. Assessment
2. Individual Service Agreement (ISA)



# Logistics- Reminder

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We will now begin each of our Advisory Committee meetings as a group and then break out into our focus groups. Here are some details about how it will work...

1. Before this meeting, you should have received an email with the link to the focus group zoom that you selected.
2. In case you're missing the link, BDS is going to post the Zoom links (2) in the chat now.
3. When we complete our meeting opening (at approximately 11am), each of you will exit this Zoom meeting.
4. Then, you will use your focus group link to join your focus group's meeting.
5. Once everyone is settled into their focus group rooms, BDS will close this Zoom webinar. We will not reconvene as a group at the end of the meeting.
6. Members of the public can watch either focus group or switch back and forth between the two rooms.



# Focus Group Membership – Updated

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Member Role	Assessment	ISA
<b>BDS Facilitators</b>	Melissa Hardy & Jess Gorton	Sandy Hunt-Feroz & Abby Conger
<b>BDS Subject Matter Expert</b>	Tiffany Crowell	TBD, As-Needed
<b>Member</b>	Mark Vincent	Mark Mills
<b>Member</b>	Ann Potoczak	Stephanie Patrick
<b>Member</b>	Karen Hatch	Keith Steckis
<b>Member</b>	Krista Gilbert	Tyler Jacques
<b>Member</b>	Deb Ritcey	Carrie Beth Duran
<b>Member</b>	Susan Silsby	Cathy Spinney
<b>Member</b>	Lisa Beaudoin	Mary St. Jacques
<b>Member</b>	Ellen McCahon	Cory Shompe
<b>Member</b>	Isadora Rodriguez-Legendre	Lesley D. Blecharczyk
<b>Member</b>	Denise Nash	Darlene Hayden
<b>Member</b>	Jennifer Pineo	



# Work Group Report Outs

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Before we get started, let's hear from the work groups about their current progress.

- Waiver Workgroup – Jenn Pineo & Krista Gilbert
- Rate Workgroup – Ellen McCahon

Additionally, this group is currently expected to hear from the DSP subcommittee in July.



# Assessment Focus Group



# Assessment Focus Group Agenda

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1. Discuss circulated information about SIS questions and use in developing budgets (30 min)
2. Level set definitions: grievance vs. exception vs. appeal (5 min)
3. Review SIS exceptions processes in other states (5 min)
4. Discuss future NH SIS exceptions process – high level (20 min)
5. Additional items from the group – open discussion (30 min)



# Discussion: Review Shared Resources

Information was circulated to the Focus Group about the SIS supplemental questions, how the SIS can be used for developing level-based funding/budgeting, challenges states should consider when they implement assessment-informed budgeting, and other states' budget methodologies.

- What information did you find useful?
- Did you identify any areas of concern?
- Which topics need more clarity or discussion?

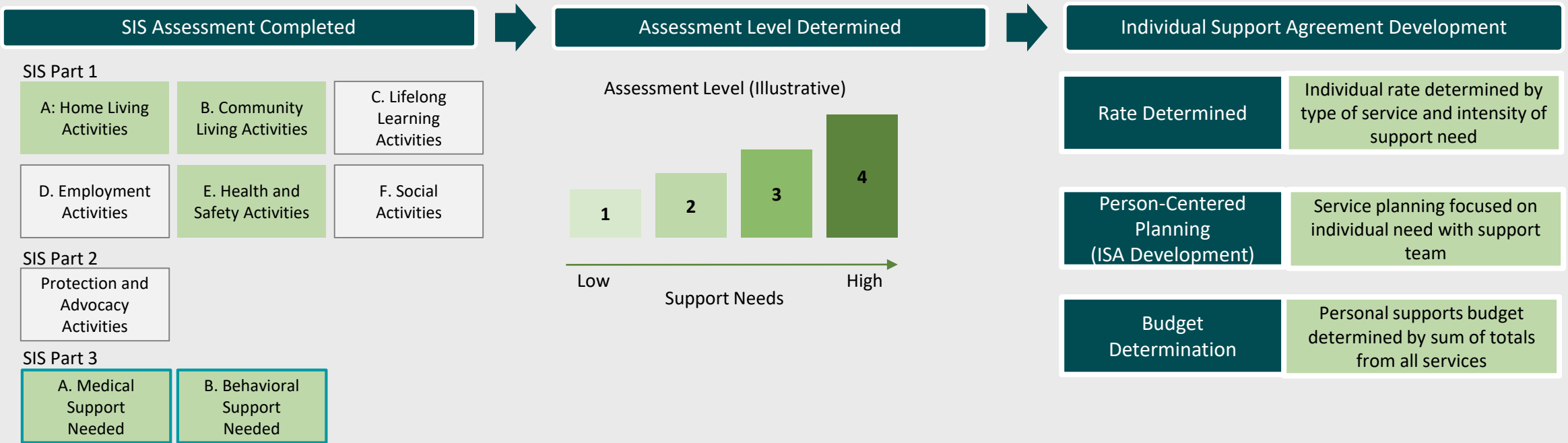




# Review of Shared Resources: Person-Centered Planning & Budgeting

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BDS requires that person-centered planning, including a focus on a person's individual goals and preferences, be a part of determining support and budgetary plans for each person<sup>1</sup>. In the future, BDS intends for this process to be followed:



■ Sections typically used to inform budgets

■ Triggers supplemental questions for medical and behavioral support

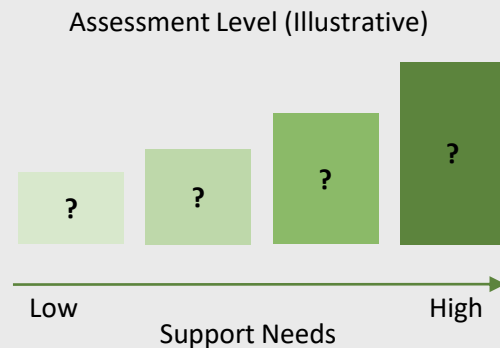
<sup>1</sup>: He-M 503.09(d) (11)



# Work in Progress: A New Exceptions Process

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DHHS is moving from using the SIS as an assessment tool to using it to inform a personal supports budget. We are in the process of capturing data from the SIS sample to determine different “buckets” of support levels. We want to be prepared for if someone does not fit into the standard structure or disagrees with where they fit.



What happens if the assigned level is not for me?

We want to develop a robust exceptions process so people can indicate if they believe their assigned level is not right. This process should be:

- ✓ Approachable for families
- ✓ Manageable for the reviewing team
- ✓ Not overly bureaucratic (time appropriate)



# Exceptions Process in New Hampshire

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One similar process to learn from is the current NH Medicaid appeals process, which is more formal and legal in structure<sup>1</sup>.

- Appeals are conducted by the Administrative Appeals Unit (AAU), an entity independent of DHHS Program Offices and Divisions
- Appeals must be filed in writing within 30 days from the date on the Notice of Decision
- Under certain circumstances, if you appeal an action within 15 days of the date on the Notice of Decision, you may be able to continue to receive benefits at the same level until a decision on your appeal is issued. If the appeal decision upholds the Department's action, the continued benefits will have to be repaid.

Individuals and families also have the opportunity to contact their area agency or the Bureau directly to discuss their eligibility and services.

**We want to develop an exceptions process that will allow for better localized management and decision-making.**

<sup>1</sup>: <https://www.dhhs.nh.gov/doing-business-dhhs/legal-services/administrative-appeals>



# SIS Exceptions Processes in Other States

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A mechanism needs to be established to provide a standard process for reviewing exceptions requests to SIS scores, which directly feed into individual budget determination.

Here are examples of specific policies or procedures in states with published exceptions processes that could be considered for NH:

Appeal allowed if standard operating procedures of SIS Assessment is not followed

Virginia, Maine, North Carolina

Appeals must be made within 30 days of assessment date or receipt of score

Virginia, Maine, North Carolina

Person requesting appeal will receive a written response within 45 days of filing

Oregon

Specific team, independent of the SIS Assessors, is put in place to review SIS exceptions requests

Rhode Island

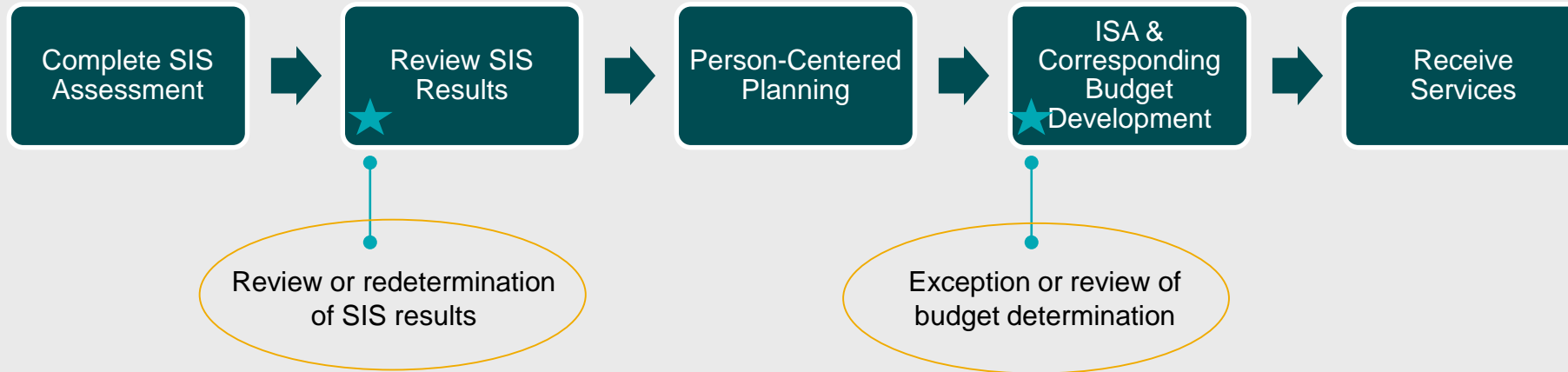
SIS level by service can be appealed

Rhode Island



# Intent of SIS Exceptions Process

Here is where we think exceptions can occur within the high-level SIS assessment process:



## Discussion

- *What do we want the NH SIS exceptions process to accomplish? How formal should it be?*
- *What is the desired flow and timeline from SIS assessment to exceptions process?*
- *What are the impacts of these decisions?*
- *What should we take from other states' appeals processes and implement for New Hampshire?*



# Next Steps – Preparation for Next Meeting

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- Review SIS exceptions processes from other states
- Think through questions below on how to operationalize a NH SIS exceptions process
- Next meeting, we will create process map and discuss detailed steps for the NH SIS exceptions process.
- Example questions to be considered include:
  - Who submits exception request?
  - What specifically is eligible for an exception?
  - Who reviews exception requests?
  - What is the makeup of the exceptions request review team?
  - How long does the review team have to come to a decision?
  - What is the timeline for the review process?
  - What happens to a person's funding/services once a review has been requested?
  - Is there a secondary appeal process?



# ISA Focus Group



# ISA Focus Group Agenda

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## 1. Review of Person-Centered Planning Values and Frameworks

- (Reminder- the intent of our focus group is to develop recommendations for a revised ISA that closely aligns with person-centered planning practices)

## 2. ISA Review

- Current Law
- Current ISA screen share and walk through

## 3. Next Steps





# Person-Centered Planning

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Person-centered planning is and must continue to be a vital part of the planning and service selection process for an individual.

## What is Person-Centered Planning?

“Person-centered planning is a facilitated, individual-directed, positive approach to the planning and coordination of a person’s services and supports based on individual aspirations, needs, preferences, and values.”

## What are the Goals of Person-Centered Planning?

“The goal of person-centered planning is to create a plan that would optimize the person’s self-defined quality of life, choice, and control, and self-determination through meaningful exploration and discovery of unique preferences and needs and wants in areas including, but not limited to, health and well-being, relationships, safety, communication, residence, technology, community, resources, and assistance.”

## What frameworks help prepare our service system to excel at person-centered planning?

- LifeCourse
- Person-Centered Thinking (PCT) Training
- Supported Decision Making

**This information is adopted from a 2020 report prepared by the National Quality Forum.**  
[https://www.qualityforum.org/Publications/2020/07/Person\\_Centered\\_Planning\\_and\\_Practice\\_Final\\_Report.aspx](https://www.qualityforum.org/Publications/2020/07/Person_Centered_Planning_and_Practice_Final_Report.aspx)

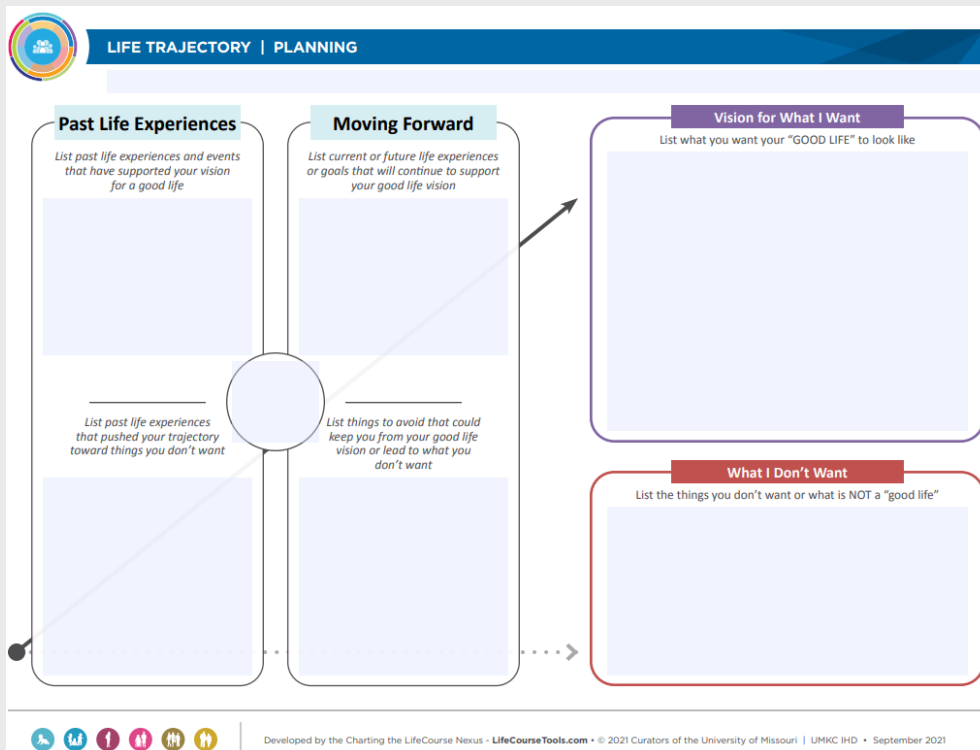


# Review of Person-Centered Frameworks and Related Practices

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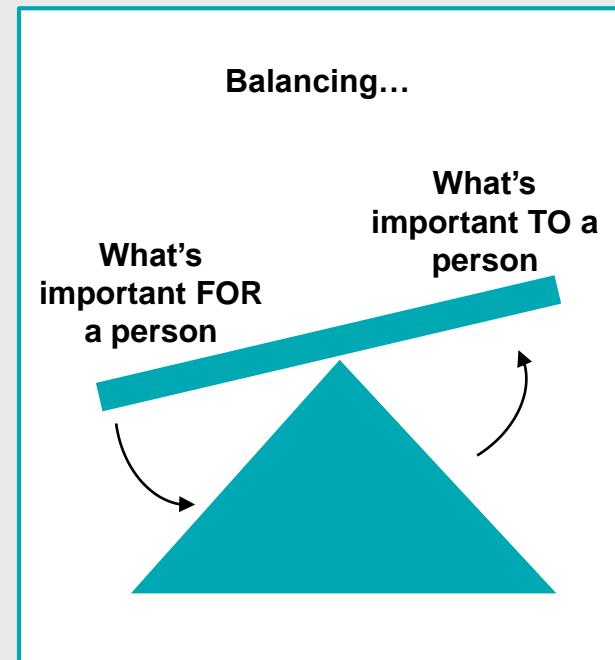
## LifeCourse

Values and Tools by Charting the LifeCourse, originally conceived by the University of Missouri Kansas City [\(Source\)](#)



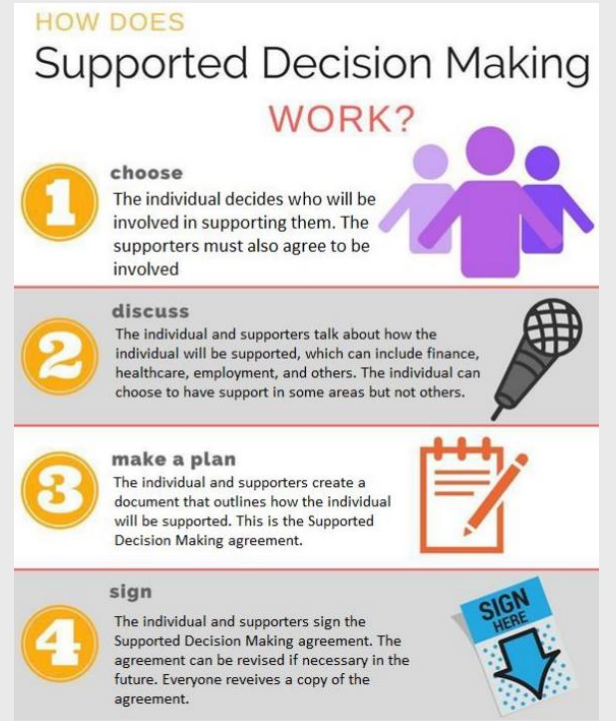
## Person-Centered Thinking Training

Values and Skills by the University of Minnesota [\(Source\)](#)



## Supported Decision Making

Speaking Events and Resources by the University of Syracuse [\(Source\)](#)



# Current ISA | What's Working? What Opportunities Exist?

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**The ISA is a New Hampshire document that should support person-centered planning. Let's start taking note of the aspects of the current ISA are working, and what opportunities exist.**

The National Quality Forum Suggests that...

- ☐ Person-centered planning is based on the belief that the individual has the right to make choices
- ☐ The individual be centered-in, or lead, their planning conversations
- ☐ Plans may be adjusted to account for safety – these adjustments should be explained
- ☐ People helping an individual make a plan should talk with that person about their services
- ☐ An individual does not have to agree to the recommended services
- ☐ An individual's planning process and plan should change as their priorities change
- ☐ Must be updated at least once a year (federal requirement)
- ☐ A person's support team should learn about that person's relationships, communication preferences, home preferences, community preferences, activities and hobbies, needed supports, finances, jobs and education, challenges, safety priorities



## Two main pieces of law currently define ISA requirements in New Hampshire.

### State Statute: 171-A(12)

*Changes to statute are passed by the legislature and outside of the Department's direct control. Statutes override regulations.*

#### 171-A(12) requires that:

- Every person receiving services must have an ISA
- The ISA must be completed within 14 days of an "initial service planning meeting"
- Each ISA must include:
  - Information about a person's strengths, interests, capabilities, disabilities, and needs
  - A description of habilitation and treatment goals and timelines
  - A list of services to be provided (amount, frequency, duration)
  - A list of the providers of each service
  - Criteria for transfer to less restrictive settings

<http://www.gencourt.state.nh.us/rsa/html/XII/171-A/171-A-12.htm>

### State Regulation: HE-M 503

*Changes to regulation are developed and proposed by the Department, with final approval by a legislative committee. Regulatory authority is given by statute.*

#### HEM-503 has a variety of operational requirements which include:

- An emphasis on developing a service plan through a person-centered planning process
- A requirement that alternative services considered (but not chosen) be documented
- A requirement that service agreements are understandable, written in plain language, and finalized in writing
- Requirements related to documenting justifications of instances when there is a restriction placed on an individual that limits their ability to realize his or her preferences or goals
- Other requirements can be reviewed in HEM-503.10 & HEM-503.09

<https://casetext.com/regulation/new-hampshire-administrative-code/title-he-m-former-division-of-mental-health-and-developmental-services/chapter-he-m-500-developmental-services/part-he-m-503-eligibility-and-the-process-of-providing-services>



# Current ISA

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The current ISA is approximately 20 pages and covers the following information...

**1. General Information:**

Contact information, meeting logistics, guardian information, family information

**2. Diagnoses:**

Allergies, diagnoses listing

**3. Guardianship:**

Application process, type of guardianship, comments

**4. Rep Payee:**

Contact information, description of money distribution process, planning process acknowledgement form

**5. Personal Profile:**

Personal history, personal statement (strengths, interests, dreams, vision), personal statement pt.2 (challenges, needs, etc.), review of last year

**6. Clinical Information:**

Health needs, SIS C, SIS A, HRST, discussion of needs,

**7. Services to be provided**

No guiding selections

**8. Residential Services:**

Provider, services to be provided

**9. Behavioral Health Services:**

Provider, services to be provided

**10. Day Services:**

Provider, types of services

**11. Goals:**

Status description and update, documentation of new goals

**12. Service Satisfaction:**

Description of services not available

**13. Participant's of Meeting:**

Names and roles, approvals



# Next Steps

The Department expects the group to cover the following activities in future sessions...

1. In July, we are going to continue our pro/con discussion of the existing ISA template.
2. Towards the end of that meeting, we should begin to land on some recommendations for the future-state ISA
3. Please return your homework assignment by July 1<sup>st</sup>.

